

what are my rights?

- Soliciting telephone calls may not be made to consumers during the hours of 8 p.m. - 8 a.m.
- Solicitations using recorded message devices or faxes cannot be made at any time.
- Telemarketers cannot use devices to block their identity from the consumer.
- Within the first minute of the call, telemarketers must disclose:
 - the sales purpose of the call,
 - the name of the telemarketing company and the name of the ultimate seller, and
 - an accurate description of goods or services being sold, including the retail market value.
- Before accepting or arranging for payment, telemarketers must disclose:
 - the price of goods or services, including tax, shipping & handling,
 - any restrictions or limitations on the purchase,
 - all policies regarding return, exchange or cancellation, and
 - all aspects of any investment including price, location and risk.
- Consumers can file a complaint with the Massachusetts Attorney General's Office.
- If a violation is found, consumers can bring suit against violators.
- Consumers can be awarded damages in certain instances.
- Consumers can delete their number from the **Do Not Call** Registry by submitting a delete request form. Forms are available by phone or online at: www.mass.gov/donotcall.

Massachusetts Do Not Call Program
c/o Govconnect
50 Federal Street
Boston, Massachusetts 02110

The Massachusetts Do Not Call Registry

To Register call toll free: 1.866.231.CALL

or log on: www.mass.gov/donotcall

this is a free service!

Do not pay for, or accept, offers from others to put you on the list!

a massachusetts consumer guide to

the do not call registry



**Consumer Affairs &
Business Regulation**

Mitt Romney
Governor



Kerry Murphy Healey
Lieutenant Governor

what is the do not call registry?

- A **free** way for consumers to register their phone numbers to prohibit certain telephone solicitations.
- A way for solicitors to receive a list of consumers who do not wish to be contacted.
- The first **Do Not Call** Registry will be effective April 1, 2003 and will be updated quarterly.
It may take up to 90 days after you sign up for the calls to stop.
- Consumer information is collected and maintained by the Office of Consumer Affairs & Business Regulation. All information is private and secure.
- To learn about additional steps to reduce other calls, junkmail and email spam, visit:

www.mass.gov/consumer/pubs/stopjunk.htm

- To learn about your rights under federal law, visit:

www.fcc.gov/cgb/consumerfacts/tcpa.html

www.ftc.gov/bcp/donotcall

how do I sign up?

There are 3 ways to sign up:



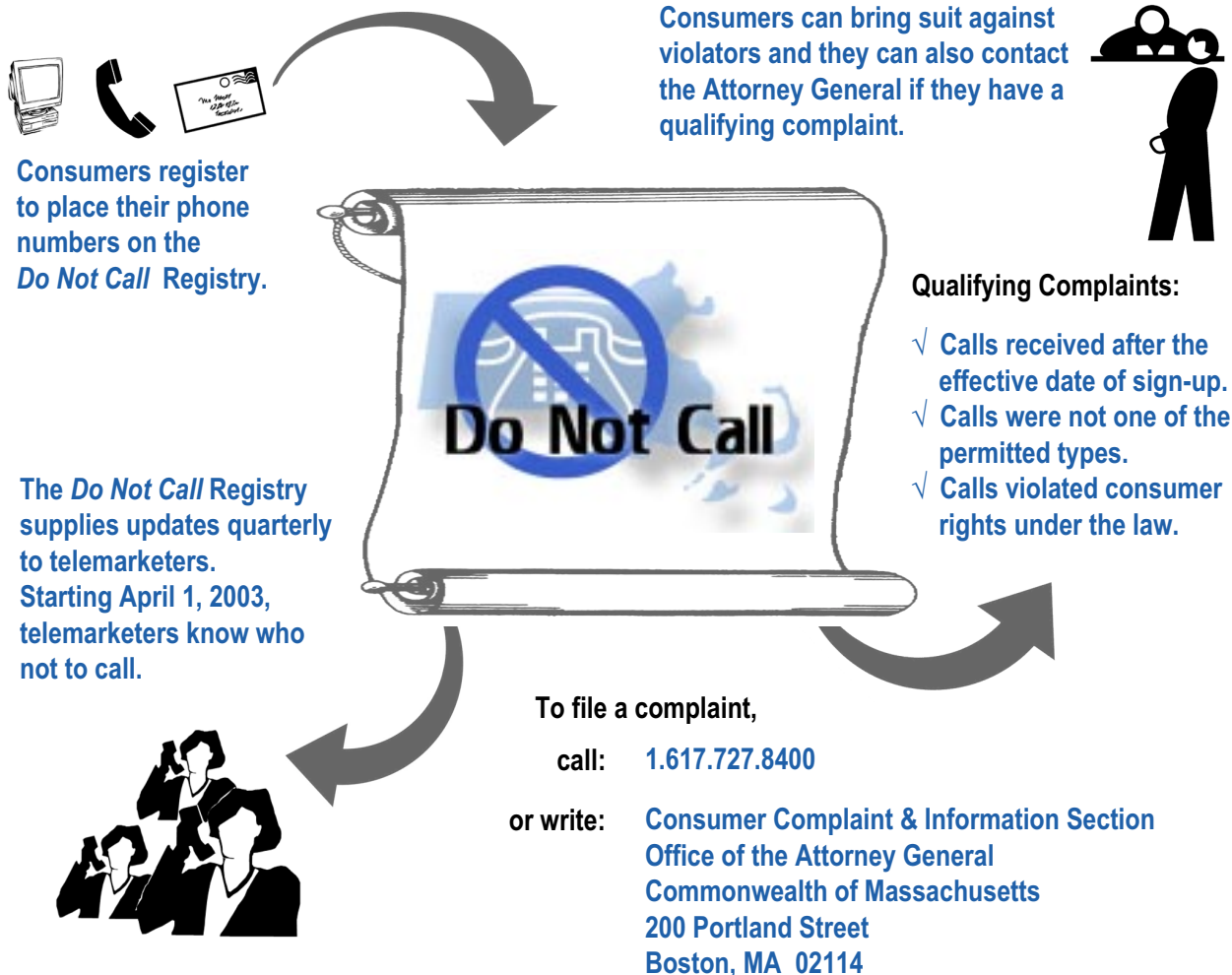
online: www.mass.gov/donotcall



toll free call: **1.866.231.CALL**
1.866.231.2255



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you may still receive certain telephone calls, including:

- Noncommercial polls or surveys,
- Calls made by tax-exempt, non-profit organizations, e.g. universities and some charities,
- Sales calls to an existing customer,
- Sales calls made to consumers with their prior, express written or verbal permission,
- Sales calls up to 90 days after consumers sign-up,
- Sales calls made primarily in connection with an existing contract or debt,
- Calls made to consumers in response to a visit to that company's fixed commercial location, or
- Sales calls when a face-to-face meeting is required prior to the sale.